

ASSIGNMENT 3

Textbook Assignment: *Department of the Navy Correspondence Manual*, chapter 2, pages 77-86, and chapter 3.

Learning Objective: Demonstrate the use of a business letter to correspond with agencies, businesses, or individuals outside of DOD.

3-1. You may use a business letter format when corresponding with which of the following addressees?

1. A parent of an active duty Navy member in your command
2. A civilian equipment manufacturer who is familiar with the standard letter
3. Secretary of the Navy
4. Each of the above

3-2. In which of the following ways should previous enclosures be referenced in a business letter?

1. In a reference line by enclosure number
2. In a subject line without reference to the enclosure number
3. In the body of the letter without reference to them as an enclosure
4. In the body of the letter with reference to them as an enclosure

3-3. In which of the following ways should you format the date in the identification symbol block of a business letter?

1. September 9, 1994
2. 9 Sept 94
3. 9 September 1994
4. 9/9/94

3-4. You are typing the address of a business letter for use with a window envelope. On what line should you begin typing the address?

1. Tenth
2. Third
3. Third or eighth, depending on the length of the letter
4. Sixteenth

3-5. If used, an attention line should appear in what location on a business letter?

1. One line above the inside address flush with the left margin
2. Two lines above the inside address flush with the left margin
3. One line below the last line of the inside address flush with the left margin
4. Two lines below the last line of the inside address flush with the left margin

3-6. In a business letter addressed to the Ladies Garden Club, of which Mrs. Doe is the president, which of the following salutations should you use?

1. Madame
2. Ladies
3. Dear Mrs. Doe
4. Dear President Doe

- 3-7. Which of the following salutations should you use in a business letter addressed to The Computer Company with an attention line marked Mr. John Doe?
1. Dear Mr. Doe
 2. Ladies and Gentlemen
 3. Dear Mr. John Doe
 4. Dear John
- 3-8. You are replying to a business letter from J. Doe but are unable to determine the addressee's gender. What salutation should you use?
1. Dear J. Doe
 2. Dear Sir or Madame
 3. Dear Mr. or Mrs. J. Doe
 4. Dear Mr. or Mrs. Doe
- 3-9. What, if anything, could replace the salutation on routine administrative business letters?
1. The return address
 2. The "subject" line
 3. The "to" line
 4. Nothing
- 3-10. You should enter paragraphs and subparagraphs of a business letter in which of the following formats?
1. Indent main and subparagraphs
 2. Double-space between paragraphs
 3. Both 1 and 2 above
 4. Number main paragraphs
- 3-11. If a business letter will be eight lines or less, which of the following procedures may you use to balance the appearance of the letter?
1. Use margins as wide as 2 inches
 2. Start the inside address up to eight lines below the date
 3. May be double-spaced
 4. Each of the above
- 3-12. What, if any, complimentary closing should you use in a business letter?
1. Respectfully
 2. Sincerely
 3. Sincerely yours
 4. None
- 3-13. The XO, CDR J. A. Doe, of the USS NEVERSAIL, has "by direction" authority and is signing a routine business letter that neither makes commitment nor takes an official stand. In which of the following ways should you format the signature block of this letter?
1. J. A. DOE
By direction
 2. J. A. DOE
Executive Officer
 3. J. A. DOE
Commander, U.S. Navy
Executive Officer
 4. J. A. DOE
CDR USN
By direction of the
Commanding Officer
- 3-14. You should format the "copy to" block of a business letter as shown in which of the following examples?
1. Copy to: BUPERS (PERS-42)
 2. Copy to: Bureau of Naval Personnel (PERS-42)
 3. Copy to: CHNAVPERS (PERS-42)
 4. Each of the above
- 3-15. To identify the second and succeeding pages of a business letter, you should repeat which of the following parts of the letter from the first page?
1. Identification symbols
 2. Subject line
 3. Both 1 and 2 above
 4. Subject line and references

Learning Objective: Explain the need to improve writing standards for DON personnel and recognize elements that contribute to an organized writing style.

3-16. For naval writing to improve, we must overcome which of the following personal traits?

1. Habit
2. Grammatical correctness
3. Inefficient language
4. Each of the above

3-17. Improvements to naval writing must be initiated by whom?

1. The Secretary of the Navy
2. You, the writer and reviewer
3. The commanding officer
4. The correspondence manager

3-18. As a reviewer, you should take which of the following steps to encourage modern writing?

1. Stress clear writing, not just grammatical correctness
2. Require writers to read the chapter on naval writing standards periodically
3. Reward writers who follow modern writing techniques
4. Each of the above

3-19. To avoid timid writing, you should take which of the following actions?

1. Close with the most important information
2. Open with the most important information
3. Avoid mere chronology
4. Both 2 and 3 above

3-20. In the most strongly worded letters, writers highlight the main point by formatting them as which of the following types of entries?

1. As a one-sentence paragraph at the beginning of the letter
2. As the last paragraph in the letter
3. In paragraph two, as a separate entry after your justification, discussion
4. As the last sentence of the first paragraph

3-21. When writing letters, you should follow which of the following rules of organization?

1. Place justifications before requests
2. Place discussions before conclusions
3. Place the general before the specific
4. Each of the above

3-22. A good writer practices which of the following writing techniques in paragraph composition?

1. Keeps the first paragraph short
2. Occasionally uses one-sentence paragraphs for special emphasis
3. Avoids mere chronology
4. Each of the above

3-23. For which of the following reasons is the main point delayed in writing?

1. To introduce a controversial proposal
2. To soften bad news
3. Both 1 and 2 above
4. To deal tactfully with difficult or complicated subject matter

3-24. In the opening line of a letter, should references to earlier communications be mentioned? If so, in what relation to the main point?

1. Yes; in conjunction with your main point
2. Yes; in subordination to your main point
3. Yes; prior to making your main point
4. No

3-25. Paragraphs should be kept to roughly what maximum number of sentences?

1. 4 - 5
2. 5 - 6
3. 6 - 10
4. 8 - 10

3-26. Paragraphs always need a topic sentence.

1. True
2. False

3-27. Good writers place important ideas in which of the following parts of a sentence?

1. In the middle
2. At the end
3. At the beginning
4. Either 2 or 3 above, depending on the desired emphasis

3-28. Minisentences of six words or less have which of the following effects on the reader?

1. Slows down readers
2. Emphasizes ideas
3. Both 1 and 2 above
4. Improves reader's retention

Learning Objective: Identify the elements that contribute to a natural writing style.

3-29. Writing that sounds like one person talking to another is more readable because readers interpret writing in which of the following ways?

1. By mentally applying the acquired knowledge about the subject
2. By becoming familiar with the writing style
3. By hearing the writing in their minds as they read
4. By looking for the most important points and eliminating everything else

3-30. Writing is more like speaking when you use which of the following types of wording?

1. Personal pronouns
2. Everyday words
3. Short sentences
4. Each of the above

3-31. You are describing your command or office and wish to avoid being vague. What personal pronouns should you use?

1. "We," "us," and "our" only
2. "We," "us," "our," and "this" only
3. "It," "the," and "this" only
4. "We," "us," "our," "it," "the," and "this"

3-32. The sentences that give directions lead with what part of speech?

1. Subject
2. Noun
3. Adjective
4. Verb

3-33. After issuing a distress call, the "plane" lands safely aboard the carrier. Which, if any, of the following words should you use instead of "plane"?

1. F/A-18
2. Aircraft
3. Airplane
4. None of the above

IN ANSWERING QUESTIONS 3-34 THROUGH 3-37, SELECT FROM COLUMN B THE EVERYDAY SIMPLE WORDS THAT HAVE THE SAME MEANING AS THE OVERDRESSED, BOOKISH, AND LEGALISTIC BIG WORDS IN COLUMN A.

<u>A. Big Words</u>	<u>B. Simple Words</u>
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|-----------------------|----------|
| 3-34. Optimum | 1. Pay |
| 3-35. Nevertheless | 2. I |
| 3-36. The undersigned | 3. Best |
| 3-37. Remuneration | 4. Still |

3-38. All writers try to impress readers. The best do it through language that doesn't call attention to itself. When writing, you should write to express not impress.

1. True
2. False

3-39. Contractions are used in less formal writing situations and for formal drafts. Their use is recommended in certain situations for which of the following reasons?

1. They help you write naturally
2. Readers are less likely to skip over "not" when it's contracted
3. Both 1 and 2 above
4. They contribute to a compact writing style

3-40. Short sentences can be mixed with long sentences for variety. Which of the following statements is correct concerning the usage of sentences?

1. Short sentences guarantee clarity
2. Sentences should not exceed 25 words
3. Both 1 and 2 above
4. Short sentences are usually less confusing than long ones

3-41. Which of the following statements shows more emphasis?

1. Request you notify this command as to whether the meeting has been canceled
2. It is requested that you let us know whether the meeting is canceled
3. Has the meeting been canceled?
4. Notify this command on the status of the meeting

3-42. For a performance evaluation to be effective, it should present which of the following types of information about the person?

1. What the person did and how well he or she did it
2. What the person failed to do and why he or she failed to do it
3. What value the command places on the person
4. What value the person places on the command

3-43. The tone of a letter should be neutral. Which of the following elements does NOT contribute to neutrality?

1. Courtesy
2. Suggestions in the text
3. Warmth through the use of personal pronouns
4. Direct orders in the text

3-44. Most letters that give a "no" answer need some explanation, but "yes" answers seldom need an explanation because readers get what they want.

1. True
2. False

3-45. Which of the following approaches should you use to soften a letter that presents bad news?

1. Never use personal pronouns
2. Be tactful and use a positive approach
3. Get right to the point; never delay the anticipated bad news
4. Each of the above

Learning Objective: Improve writing skills by using compact writing and active writing techniques.

3-46. Which of the following types of revisions should result in compact writing?

1. Tightening paragraphs into sentences
2. Making clauses into phrases
3. Striking ideas entirely
4. Each of the above

IN ANSWERING QUESTIONS 3-47 THROUGH 3-50, SELECT THE REVISED PHRASE IN COLUMN B THAT YOU COULD USE TO REPLACE THE PHRASE THAT DELAYS MEANING IN COLUMN A.

<u>A. Phrases That Delay Meaning</u>	<u>B. Revised Phrases</u>
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3-47. It is necessary that you	1. We recommend
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3-48. It is the recommendation of this office	2. You need to or you must 3. Clearly
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3-49. It is my intention	4. I intend
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3-50. It is apparent that

3-51. Which of the following words have the same meaning as "in accordance with"?

1. "For" or "to"
2. "Per" or "following" only
3. "Under," "per," or "following" only
4. "Under," "following," "by," or "per"

3-52. What is the most important part of speech in a sentence?

1. Noun
2. Verb
3. Adjective
4. Pronoun

3-53. Adding the endings "-ion" or "-ment" to some verbs changes them into which of the following parts of speech?

1. Pronoun
2. Verb
3. Adverb
4. Noun

3-54. To avoid wordy, roundabout, and sometimes confusing writing, you should use a who-does-what order. By leading with a doer, you will automatically avoid writing in which of the following styles?

1. Passive
2. Active
3. Natural
4. Both 2 and 3 above

3-55. Which of the following sentences is an example of active writing?

1. Letter formats can be viewed in this manual
2. Letter formats appear in this manual
3. Letter formats are shown in this manual
4. Letter formats are found in this manual

3-56. Under which of the following circumstances is the use of passive writing appropriate?

1. When the doer is unknown or unimportant
2. When the doer is obvious or better left unsaid
3. Both 1 and 2 above
4. When in doubt, always write in the passive voice

3-57. Which of the following is a result of using active verbs instead of passive verbs?

1. A more concise writing style that guarantees clarity
2. A direct understanding of who does what
3. Great savings in the number of words used
4. Each of the above

